



STATE OF ARKANSAS  
**Department of Finance  
 and Administration**

**OFFICE OF PERSONNEL MANAGEMENT**  
**Administrator's Office**  
 1509 West Seventh Street, Suite 201  
 Post Office Box 3278  
 Little Rock, Arkansas 72203-3278  
 Phone: (501) 682-1823  
<http://www.state.ar.us/dfa>

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May 18, 2016

Senator Uvalde Lindsey, Co-Chairperson  
 Representative Lanny Fite, Co-Chairperson  
 Uniform Personnel Classification and  
 Compensation Plan Subcommittee  
 Arkansas Legislative Council  
 State Capitol Building, Room 315  
 Little Rock, Arkansas 72201

Dear Co-Chairs:

The Office of Personnel Management submits a request from the Arkansas Department of Workforce Services for your review.

The Arkansas Department of Workforce Services has requested the approval to provide differential pay for those employees that demonstrate proficiency in a second language other than English. The differential pay request is based upon Arkansas Code Ann. §21-5-221(j)(1), which states:

*(j)(1) A second language differential of up to ten percent (10%) may be authorized for an employee who has the demonstrated ability and skill to communicate in a language other than English, including American Sign Language, and that skill is determined by the agency or institution to be directly related to the effective performance of the job duties for the position occupied by the employee.*

The determination of proficiency is achieved for the oral and written examinations administered by the Arkansas Spanish Interpreters and Translators. Additionally, the second language must be utilized at least 25% of the time in performing job duties. Employees receiving the differential whose job duties change and no longer require the use of the second language will no longer receive the differential. Also, second language differentials are not considered part of an employee's base pay.

The agency has submitted the following differential pay plan based on four levels of proficiency:

Advanced	10.0 %
Fluent	7.5 %
Intermediate	5.0 %
Basic	2.0 %

Senator Uvalde Lindsey, Co-Chairperson  
Representative Lanny Fite, Co-Chairperson  
May 18, 2016  
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The Office of Personnel Management has reviewed the submitted documentation by the Arkansas Department of Workforce Services and **recommends** approval of the requested second language differential compensation pay.

Your approval of this request is greatly appreciated.

Sincerely,



Kay Barnhill  
State Personnel Administrator



Chief Fiscal Officer of the State

MAY 11 2016

Date

KB/as:1-2

# Arkansas Spanish Interpreters & Translators

P.O. Box 55928  
Little Rock, AR 72215

TELEPHONE 501-312-1300  
FAX 501-312-0077  
Interpreters@ARSpanish.com

## SPANISH INTERPRETER / FLUENCY WRITTEN/ORAL EXAMINATION EVALUATION FORM

TESTER: Marilyn Thompson INTERPRETER: Arkansas Dept of Workforce PHONE: 870-216-4023 DATE: 2/17/2016

### WRITTEN & ORAL EXAMINATION - TRANSLATION

Category	ADVANCED (1 - 72 errors)	FLUENT (2 - 64 errors)	INTERMEDIATE (3 - 4 errors)	BEGINNING/BASIC (5+ errors)	Subtotal	Max
Ability to translate Oral					7	100
Ability to interpret Oral					4	100

Written/Oral Overall Total (Average of the totals)

Written Ability	Fluent 90 - 100	Intermediate 75% - 89%	Beginning 60% - 74%	Below 50% or less
Oral Ability	90 - 100	75% - 89%	60% - 74%	50% or less

Comments: Marilyn was very clear during interpretation, was able to translate some difficult words proficiently. Good luck!

### EXPLANATION OF RESULTS

#### Oral Score

- 60-74% \_\_\_\_\_
- 75-89% \_\_\_\_\_
- 90-100% \_\_\_\_\_
- 95-99% \_\_\_\_\_
- 100-100%

#### Communication Abilities

- Greet and set appointments, give directions, simple conversations, explain basic rules. Needs more knowledge of the English language.
- Explain basic procedures, conduct simple interviews. Fluent at Elementary School Level. Needs more vocabulary at high school and professional level.
- Conduct interviews at a High School Level. Needs more professional vocabulary.
- Interview at a Professional Level.
- Professional Level at all tasks.

#### Written Score

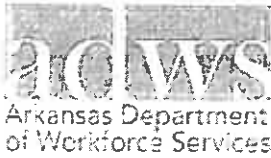
- Do not Pass \_\_\_\_\_
- Elementary \_\_\_\_\_
- Intermediate \_\_\_\_\_
- Professional

#### Translating Abilities

- Do not give for any written translations.
- Can translate notes with many grammatical, syntax and vocabulary errors. Should not translate any written documents, fliers, forms or letters.
- Can translate documents at an Elementary School Level with a maximum of four grammatical, syntax, vocabulary errors and omissions.
- Can translate all written documents with a maximum of two grammatical, syntax, vocabulary errors and omissions.

Tester: Joanna Hernandez, Certified Interpreter/Translator

*(Handwritten signature)*



2 Capitol Mall  
 P.O. Box 2981  
 Little Rock, AR 72203  
 dws.arkansas.gov

Arkansas  
 Governor  
 Daryl E. Bessett  
 Director

March 10, 2016

Ms. Kay Barnhill  
 Office of Personnel Management  
 1509 W. Seventh St., Suite 201  
 Little Rock, AR 72203

Dear Ms. Barnhill,

The Department of Workforce Services is requesting to establish a plan to provide differential pay for employees who demonstrate proficiency in a second language other than English. The differential pay request is based upon Arkansas Code 21-5-221 which states: "A second language differential of up to ten percent (10%) may be authorized for an employee who has the demonstrated ability and skill to communicate in a language other than English, including American Sign Language, and that skill is determined by the agency or institution to be directly related to the effective performance of the job duties for the position occupied by the employee."

The determination of proficiency is achieved for the oral and written examinations administered by the Arkansas Spanish Interpreters and Translators. Additionally, the second language must be utilized at least 25% of the time in performing job duties. Employees receiving the differential whose job duties change and no longer require the use of the second language will no longer receive the differential.

The following differential pay plan based on four levels of proficiency:

Advanced	10.0 %
Fluent	7.5 %
Intermediate	5.0 %
Basic	2.0 %

Your assistance with this request would be greatly appreciated. We service a variety of customers throughout the state and the ability to communicate with those who speak English as a second language or do not speak English at all, is vital to these individuals.

Best Regards,

Beverly McCollum  
 Human Resources Administrator

cc: Daryl Bassett, Director